

Overview

Country or Region: Bury, UK
Industry: Health

Customer Profile

NHS Bury co-ordinates, funds and manages local health services. They are the local leader of the NHS and work in partnership with a range of organisations, including Bury Council and local GPs, with a view to improving the health of people in Bury. They are responsible for:

- Engaging with local people to improve health and wellbeing.
- Working with Bury Council and other partners to improve health and wellbeing.
- Ensuring that a wide range of health services are available
- Ensuring NHS monies are spent wisely

Business Situation

The Primary Care Trust required an intranet and document management system to better handle information being shared and documented.

Solution

Bury PCT adopted an intranet system based on Cloud2's Hadron Solution Accelerator, as well as a document management system built within the intranet using eForms.

Benefits

The intranet and document management system increased efficiency and security when finding and storing documents, as well as enabling staff member to communicate more easily.



Picture courtesy of Andrew Silcock

CASE STUDY

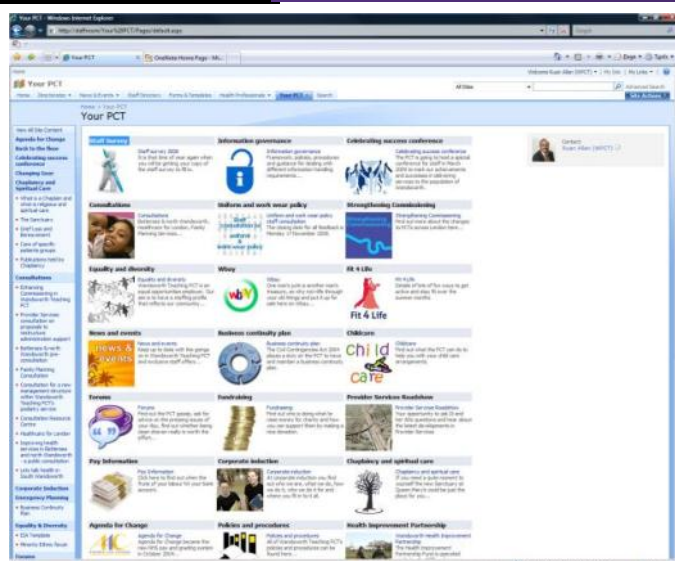
Background

Bury PCT began looking at a new intranet solution in 2010, and in December last year they commissioned Cloud2 to begin work on a trust-wide intranet and Document Management system based around Microsoft SharePoint 2010 technology. The system is designed as a 'User Portal' on the Trust's infrastructure, forming the hub of the organisation's internal communication tools and will become the recognised access point to key information and resources for staff at all levels of the organisation. The Portals will be accessible to all PCT staff (NHS Bury and CSBury); also to GP's and potentially dentists and pharmacists within the Bury area.

Needs

The Trust sought to improve internal communications and to improve the management of electronic information with the key requirements listed below:

- Deliver a Trust-wide information management solution
- Deliver tools for team, department and project-based collaboration
- Deliver a Trust-wide policies and procedures system (DMS)
- Deliver a rich, intuitive user experience with powerful search capabilities
- Represent the Trust organisation structure within the solution



Functionality also included: Intranet, Document management, Forums, Blogs/'My Site', Staff Directory, Automated Document Workflow, Policies and Procedures Management, Electronic Forms, Collaborative Working Areas, Knowledge Repository, Shared Calendars, Online Meetings Capabilities, Search Functions, Web Feeds and Automated Reports.

"The Solution has definitely been what we hoped it would be—over time our staff are using it and becoming familiar with its functions, and it is making our lives easier."

**Ian Boucher, IM&T Systems Implementation & Administration Manager
NHS Bury**

Bury Primary Care Trust were already operating a simple locally-hosted Intranet system based on HTML. Shortcomings with this system lay with it's poor navigation, lack of search capabilities and was entirely inflexible in terms of serving an organisation of its size.

There was no facility for document management, leaving key documents saved of disparate network drives. This caused bottlenecks in the flow of information around the various departments within the PCT and issues with version control and conformity.



About Cloud2

Cloud2 specialise in providing SharePoint solutions to the health sector.

We are known for our frank and supportive project style and our ability to deliver successful projects rapidly. Our solutions and services include:

- NHS Intranet, Extranet and Internet
- Document Management and collaboration
- Policies and Procedures
- eForms and workflow
- BI and Performance Management
- Slate computing
- Rich search
- Access database migration
- Programme/Project Mgmt
- GP Referral reduction
- Length of Stay reduction
- SharePoint Support
- N3 Hosting

What Next?

If you would like any further information on our SharePoint solutions or any other services please get in touch.

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The Solution

Hadron SA, Cloud2's SharePoint-based Solution Accelerator, was implemented as a strong starting point, in order to create a sound framework by which the Trust's requirements could be addressed. Hadron SA offers a fully-developed SharePoint-based intranet that clients can install and customise to their requirements. The structure has been developed and refined over multiple cycles,

and consists of the following high-level sections:

- Home Page
- Directorates
- Document Centre
- Performance
- Programmes
- Staff Zone
- Knowledge Centre
- Search

Each of these landing pages can be configured according to individual requirements, and can act as places to hang additional pages and sub-sites.

Document Management

The Bury PCT document management site was built with specific necessary features including:

- Outlook Web Access
- Information Services Mini Site with links to helpdesk
- Document templates
- Staff Communication— Newsletters
- Human Resources
- Estates and Facilities site
- Safeguarding and Protection

Also a powerful search capability was implemented to aid more efficient site navigation and less document loss.

eForms

Within the intranet system, Bury PCT required several bespoke eForm solutions to overtake their previous paper and Excel-based system. The forms that were implemented were:

- A risk assessment form
- An incident report form (and a separate eForm for a pregnancy incident report)
- A monthly flexible working record sheet stored as a template

Leave Entitlement Form

Employee Details			
Name	taran.sohal	Department	HR
Leave Entitlement	25	Leave Year	2010
Leave Remaining	17		

From	To	Days	Leave Category	Details	Authorised By
08/10/2010	12/10/2010	5	Annual Leave		John Smith
15/10/2010	15/10/2010	1	Annual Leave		John Smith
13/12/2010	17/12/2010	2	Study Leave	PerformancePoint course - canc	John Smith
20/12/2010	21/12/2010	2	Annual Leave		John Smith
		Total:	10		

Insert Holiday

Submit

- Booking forms for rooms and courses, and a separate eForm for board room booking

Cloud2 eForms improve efficiency dramatically. The average NHS trust uses more than 500 forms on a day to day basis.

Mostly these are paper based and are physically moved around the organisation or, less commonly, via email. The abundance of physical forms based processes contributes to substantial inefficiencies in organisations. By upgrading the system to accept eForms, and by building purpose-specific eForms to deal with a range of

requirements, information can be collected, collated and shared securely and efficiently.

Conclusions

Bury Primary Care Trust had several related requirements for their

proposed intranet and document management system. Cloud2 successfully implemented the initial objectives by using the Hadron SA as a starting point, and adding bespoke parts to this, whilst leveraging the investments the NHS had already made with Microsoft Software.

Ian Boucher, the IM&T Systems Implementation Manager for Bury PCT said of the project: "The project meets all of our original requirements, and is slowly becoming part of Bury PCT's everyday system. Unfortunately the Coalition has decided to change the way the NHS is run and so scope crept away from us over time. Had this not have been the case we would have liked to continue working with Cloud2 to apply later additions and extras."

"The project meets all of our requirements ...if we were not moving towards Consortia we'd have liked to apply additions and extras"

Ian Boucher